

Work Order ID 150085

Tuesday, August 23, 2016 11:48:04 AM

150085

Page 1

Item ID: MS17984-C413

Accept

N900040100

Setup Start

NS1

Revision ID:

Stop

NS2

Item Name: Quick Release Pin

Start Date: 9/1/2016 Start Qty: 5.00

5

Cust Item ID:

Required Date: 9/9/2016 Req'd Qty: 5.00

5

Customer:

Reference:

Approvals:

Process Plan:

DAS
21
9-89

Date: AUG 23 2016

Tooling:

Date:

Run Start

NR1

QC:

Date:

SPC (Y/N):

Date:

Stop

NR2Sequence ID/
Work Center IDOperation
DescriptionSet Up/
Run Hours

Tool ID

Tool #

Plan
CodeAccept
QtyReject
QtyReject
NumberInsp.
Stamp

Draw Nbr

Revision Nbr

D4148

100

100

Purchasing

Purchasing

PURCHASING

Memo

Issue P/O: 33400

C of C is required CTG.

0.00

0.00

5

AUG 24 2016

DAS
13
9-89

110

110

Packaging

Packaging

Receive & Inspect for Damage & Mat'l Certs

Memo

Ensure material release note is attached

0.00

0.00

5x 8/16-8-31

120

120

QC

Quality Control

QC6- Inspect dimensions to drawing

Memo

0.00

0.00

⑤

DAS
38
9-89
AUG 31 2016

DQA: _____ Date: _____

WORK ORDER NON-CONFORMANCE / UPDATE



QA Closed: _____ Date: _____

Work Order update only ☐

Work Order: _____ Part No. _____ NCR No. _____	DISPOSITION Rework ☐ Scrap ☐ Use-as-is ☐ Suspected Unapproved ☐	AGAINST DEPARTMENT/PROCESS <table style="width:100%; border: none;"> <tr> <td style="border: none;">Skid-tube ☐</td> <td style="border: none;">Cross tube ☐</td> <td style="border: none;">Water Jet ☐</td> <td style="border: none;">Engineering ☐</td> </tr> <tr> <td style="border: none;">Machining ☐</td> <td style="border: none;">Small Fab ☐</td> <td style="border: none;">Prod. Eng. Coord. ☐</td> <td style="border: none;">Quality ☐</td> </tr> <tr> <td style="border: none;">Thermoforming ☐</td> <td style="border: none;">Finishing ☐</td> <td style="border: none;">Rec/Store/Packaging ☐</td> <td style="border: none;">Other ☐</td> </tr> <tr> <td style="border: none;">Large Fab ☐</td> <td style="border: none;">Composite ☐</td> <td style="border: none;">Supplier ☐</td> <td></td> </tr> </table>				Skid-tube ☐	Cross tube ☐	Water Jet ☐	Engineering ☐	Machining ☐	Small Fab ☐	Prod. Eng. Coord. ☐	Quality ☐	Thermoforming ☐	Finishing ☐	Rec/Store/Packaging ☐	Other ☐	Large Fab ☐	Composite ☐	Supplier ☐																																																	
Skid-tube ☐	Cross tube ☐	Water Jet ☐	Engineering ☐																																																																		
Machining ☐	Small Fab ☐	Prod. Eng. Coord. ☐	Quality ☐																																																																		
Thermoforming ☐	Finishing ☐	Rec/Store/Packaging ☐	Other ☐																																																																		
Large Fab ☐	Composite ☐	Supplier ☐																																																																			
Date : _____	Step #: _____	QTY Effective : _____		MRB (QSI042) Approval																																																																	
Description Work Order Deviation		Disposition		Completed By Lead hand / Supervisor Approval Verification QC / QA Coordinator Approval																																																																	
Root Cause <table style="width:100%; border: none;"> <tr> <td style="border: none;">Environment ☐</td> <td style="border: none;">No Re-verification ☐</td> </tr> <tr> <td style="border: none;">Design ☐</td> <td style="border: none;">Operator ☐</td> </tr> <tr> <td style="border: none;">Doc/Data ☐</td> <td style="border: none;">Offset/Setup ☐</td> </tr> <tr> <td style="border: none;">Equip/Tooling ☐</td> <td style="border: none;">Supplier ☐</td> </tr> <tr> <td style="border: none;">Handling/Pre ☐</td> <td style="border: none;">Training ☐</td> </tr> <tr> <td style="border: none;">Material ☐</td> <td style="border: none;">Use for Testing ☐</td> </tr> <tr> <td style="border: none;">Internal Transport ☐</td> <td style="border: none;">Poor Information ☐</td> </tr> <tr> <td style="border: none;">Tribal Knowledge ☐</td> <td style="border: none;">Rushing ☐</td> </tr> <tr> <td style="border: none;">LOA ☐</td> <td style="border: none;">Product Improvement ☐</td> </tr> <tr> <td style="border: none;">Substation ☐</td> <td style="border: none;">Process Improvement ☐</td> </tr> <tr> <td style="border: none;">Past Expiry Date ☐</td> <td style="border: none;">Manufacturing Process ☐</td> </tr> <tr> <td style="border: none;">Misidentified ☐</td> <td style="border: none;">Past Due ☐</td> </tr> </table>		Environment ☐	No Re-verification ☐	Design ☐	Operator ☐	Doc/Data ☐	Offset/Setup ☐	Equip/Tooling ☐	Supplier ☐	Handling/Pre ☐	Training ☐	Material ☐	Use for Testing ☐	Internal Transport ☐	Poor Information ☐	Tribal Knowledge ☐	Rushing ☐	LOA ☐	Product Improvement ☐	Substation ☐	Process Improvement ☐	Past Expiry Date ☐	Manufacturing Process ☐	Misidentified ☐	Past Due ☐	FAULT CATEGORY <table style="width:100%; border: none;"> <tr> <td style="border: none;">Pressure/Forced ☐</td> <td style="border: none;">Temperature/Cure ☐</td> <td style="border: none;">Power Loss/Surge ☐</td> <td style="border: none;">Positioned Wrong ☐</td> </tr> <tr> <td style="border: none;">Bending ☐</td> <td style="border: none;">Set-up ☐</td> <td style="border: none;">Folio/Program ☐</td> <td style="border: none;">Outside Dimensions ☐</td> </tr> <tr> <td style="border: none;">Centre Not Concentric ☐</td> <td style="border: none;">BOM/Route ☐</td> <td style="border: none;">Grain ☐</td> <td style="border: none;">Over/Under tolerance ☐</td> </tr> <tr> <td style="border: none;">Cracks ☐</td> <td style="border: none;">Broken/Damage/Defect ☐</td> <td style="border: none;">Weld ☐</td> <td style="border: none;">Part Incorrect ☐</td> </tr> <tr> <td style="border: none;">Crimp/Kink/Ripple/Wave ☐</td> <td style="border: none;">Inspection Incomplete/Unqualified ☐</td> <td style="border: none;">Wrong Stock Pulled ☐</td> <td style="border: none;">Part Lost/Missing ☐</td> </tr> <tr> <td style="border: none;">Cuffs ☐</td> <td style="border: none;">Contamination ☐</td> <td style="border: none;">Out of Sequence ☐</td> <td style="border: none;">Part Moved ☐</td> </tr> <tr> <td style="border: none;">Crushing ☐</td> <td style="border: none;">Countersink ☐</td> <td style="border: none;">Off-set ☐</td> <td style="border: none;">Drawing ☐</td> </tr> <tr> <td style="border: none;">Heat Treat ☐</td> <td style="border: none;">Cut Too Short ☐</td> <td style="border: none;">Mislabeled ☐</td> <td style="border: none;">Finish ☐</td> </tr> <tr> <td style="border: none;">Wave/Twist in Tube ☐</td> <td style="border: none;">Instructions Incomplete/Unclear ☐</td> <td style="border: none;">Fit/Function ☐</td> <td style="border: none;">Misread ☐</td> </tr> <tr> <td style="border: none;">Marks/Chatter ☐</td> <td style="border: none;">Drill Holes ☐</td> <td style="border: none;">Misaligned/off center ☐</td> <td style="border: none;">Turning Sequence ☐</td> </tr> </table>				Pressure/Forced ☐	Temperature/Cure ☐	Power Loss/Surge ☐	Positioned Wrong ☐	Bending ☐	Set-up ☐	Folio/Program ☐	Outside Dimensions ☐	Centre Not Concentric ☐	BOM/Route ☐	Grain ☐	Over/Under tolerance ☐	Cracks ☐	Broken/Damage/Defect ☐	Weld ☐	Part Incorrect ☐	Crimp/Kink/Ripple/Wave ☐	Inspection Incomplete/Unqualified ☐	Wrong Stock Pulled ☐	Part Lost/Missing ☐	Cuffs ☐	Contamination ☐	Out of Sequence ☐	Part Moved ☐	Crushing ☐	Countersink ☐	Off-set ☐	Drawing ☐	Heat Treat ☐	Cut Too Short ☐	Mislabeled ☐	Finish ☐	Wave/Twist in Tube ☐	Instructions Incomplete/Unclear ☐	Fit/Function ☐	Misread ☐	Marks/Chatter ☐	Drill Holes ☐	Misaligned/off center ☐	Turning Sequence ☐
Environment ☐	No Re-verification ☐																																																																				
Design ☐	Operator ☐																																																																				
Doc/Data ☐	Offset/Setup ☐																																																																				
Equip/Tooling ☐	Supplier ☐																																																																				
Handling/Pre ☐	Training ☐																																																																				
Material ☐	Use for Testing ☐																																																																				
Internal Transport ☐	Poor Information ☐																																																																				
Tribal Knowledge ☐	Rushing ☐																																																																				
LOA ☐	Product Improvement ☐																																																																				
Substation ☐	Process Improvement ☐																																																																				
Past Expiry Date ☐	Manufacturing Process ☐																																																																				
Misidentified ☐	Past Due ☐																																																																				
Pressure/Forced ☐	Temperature/Cure ☐	Power Loss/Surge ☐	Positioned Wrong ☐																																																																		
Bending ☐	Set-up ☐	Folio/Program ☐	Outside Dimensions ☐																																																																		
Centre Not Concentric ☐	BOM/Route ☐	Grain ☐	Over/Under tolerance ☐																																																																		
Cracks ☐	Broken/Damage/Defect ☐	Weld ☐	Part Incorrect ☐																																																																		
Crimp/Kink/Ripple/Wave ☐	Inspection Incomplete/Unqualified ☐	Wrong Stock Pulled ☐	Part Lost/Missing ☐																																																																		
Cuffs ☐	Contamination ☐	Out of Sequence ☐	Part Moved ☐																																																																		
Crushing ☐	Countersink ☐	Off-set ☐	Drawing ☐																																																																		
Heat Treat ☐	Cut Too Short ☐	Mislabeled ☐	Finish ☐																																																																		
Wave/Twist in Tube ☐	Instructions Incomplete/Unclear ☐	Fit/Function ☐	Misread ☐																																																																		
Marks/Chatter ☐	Drill Holes ☐	Misaligned/off center ☐	Turning Sequence ☐																																																																		
OTHER : _____																																																																					

Work Order ID 150085

Tuesday, August 23, 2016 11:48:04 AM

150085

Page 2

Item ID: MS17984-C413

Accept

N900040100Setup Start ***NS1***

Revision ID:

Stop ***NS2***

Item Name: Quick Release Pin

Start Date: 9/1/2016 Start Qty: 5.00 ***5***

Cust Item ID:

Required Date: 9/9/2016 Req'd Qty: 5.00 ***5***

Customer:

Reference:

Approvals: Process Plan: _____ Date: _____ Tooling: _____ Date: _____

Run Start ***NR1***

QC: _____ Date: _____ SPC (Y/N): _____ Date: _____

Stop ***NR2***Sequence ID/
Work Center IDOperation
DescriptionSet Up/
Run Hours

Tool ID

Tool #

Plan
CodeAccept
QtyReject
QtyReject
NumberInsp.
Stamp

130

Identify as per dwg & Stock Location Overlook 0.00***130***

Packaging

Memo

0.00

Packaging

140

QC21- Final Inspection - Work Order Release 0.00

140

QC

Memo

0.00

Quality Control

DAS
21
9-89

SEP 07 2016

DAS
21
9-89

SEP 07 2016

DQA: _____ Date: _____



WORK ORDER NON-CONFORMANCE / UPDATE

QA Closed: _____ Date: _____

Work Order update only ☐

Work Order: _____ Part No. _____ NCR No. _____		DISPOSITION Rework ☐ Scrap ☐ Use-as-is ☐ Suspected Unapproved ☐		AGAINST DEPARTMENT/PROCESS <table style="width:100%; border: none;"> <tr> <td style="border: none;">Skid-tube ☐</td> <td style="border: none;">Cross tube ☐</td> <td style="border: none;">Water Jet ☐</td> <td style="border: none;">Engineering ☐</td> </tr> <tr> <td style="border: none;">Machining ☐</td> <td style="border: none;">Small Fab ☐</td> <td style="border: none;">Prod. Eng. Coord. ☐</td> <td style="border: none;">Quality ☐</td> </tr> <tr> <td style="border: none;">Thermoforming ☐</td> <td style="border: none;">Finishing ☐</td> <td style="border: none;">Rec/Store/Packaging ☐</td> <td style="border: none;">Other ☐</td> </tr> <tr> <td style="border: none;">Large Fab ☐</td> <td style="border: none;">Composite ☐</td> <td style="border: none;">Supplier ☐</td> <td></td> </tr> </table>						Skid-tube ☐	Cross tube ☐	Water Jet ☐	Engineering ☐	Machining ☐	Small Fab ☐	Prod. Eng. Coord. ☐	Quality ☐	Thermoforming ☐	Finishing ☐	Rec/Store/Packaging ☐	Other ☐	Large Fab ☐	Composite ☐	Supplier ☐	
Skid-tube ☐	Cross tube ☐	Water Jet ☐	Engineering ☐																						
Machining ☐	Small Fab ☐	Prod. Eng. Coord. ☐	Quality ☐																						
Thermoforming ☐	Finishing ☐	Rec/Store/Packaging ☐	Other ☐																						
Large Fab ☐	Composite ☐	Supplier ☐																							
Date :		Step #:		QTY Effective :			MRB (QSI042) Approval																		
Description Work Order Deviation				Disposition				Completed By																	
								Lead hand / Supervisor Approval Verification																	
								QC / QA Coordinator Approval																	
Root Cause		FAULT CATEGORY																							
Environment ☐ Design ☐ Doc/Data ☐ Equip/Tooling ☐ Handling/Pre ☐ Material ☐ Internal Transport ☐ Tribal Knowledge ☐ LOA ☐ Substation ☐ Past Expiry Date ☐ Misidentified ☐	No Re-verification ☐ Operator ☐ Offset/Setup ☐ Supplier ☐ Training ☐ Use for Testing ☐ Poor Information ☐ Rushing ☐ Product Improvement ☐ Process Improvement ☐ Manufacturing Process ☐ Past Due ☐	Pressure/Forced ☐ Bending ☐ Centre Not Concentric ☐ Cracks ☐ Crimp/Kink/Ripple/Wave ☐ Cuffs ☐ Crushing ☐ Heat Treat ☐ Wave/Twist in Tube ☐ Marks/Chatter ☐				Temperature/Cure ☐ Set-up ☐ BOM/Route ☐ Broken/Damage/Defect ☐ Inspection Incomplete/Unqualified ☐ Contamination ☐ Countersink ☐ Cut Too Short ☐ Instructions Incomplete/Unclear ☐ Drill Holes ☐				Power Loss/Surge ☐ Folio/Program ☐ Grain ☐ Weld ☐ Wrong Stock Pulled ☐ Out of Sequence ☐ Off-set ☐ Mislabeled ☐ Fit/Function ☐ Misaligned/off center ☐				Positioned Wrong ☐ Outside Dimensions ☐ Over/Under tolerance ☐ Part Incorrect ☐ Part Lost/Missing ☐ Part Moved ☐ Drawing ☐ Finish ☐ Misread ☐ Turning Sequence ☐											
OTHER : ☐																									

Tuesday, August 23, 2016 11:48:07 AM

Page 1

150085

MS17984-C413

Required Date: 9/9/2016

Required Qty: 5.00

Comments: IPP REV:A 16.04.21 NEW ISSUE DD VERF:JLM

Component Item ID/ Item Name	Replacement Item ID	Mfg/ Purch	Bin Item	Primary Location	Last Location	Route Seq ID	Unit of Measure	Qty on Hand	Qty per Kit	Total Qty	Qty Issued	Date Issued	Status
MS17984-C413p		Purchased	No				Each	0.0000		5			
MS17984-C413n Quick Release Pin													
									**	5x sp 16-8-31			

DQA: _____ Date: _____

WORK ORDER NON-CONFORMANCE / UPDATE



QA Closed: _____ Date: _____

Work Order update only ☐

Work Order: _____ Part No. _____ NCR No. _____	DISPOSITION Rework ☐ Scrap ☐ Use-as-is ☐ Suspected Unapproved ☐	AGAINST DEPARTMENT/PROCESS Skid-tube ☐ Machining ☐ Thermoforming ☐ Large Fab ☐ Cross tube ☐ Small Fab ☐ Finishing ☐ Composite ☐ Water Jet ☐ Prod. Eng. Coord. ☐ Rec/Store/Packaging ☐ Supplier ☐ Engineering ☐ Quality ☐ Other ☐			
Date :	Step #:	QTY Effective :		MRB (QSI042) Approval	
Description Work Order Deviation		Disposition		Completed By	
				Lead hand / Supervisor Approval Verification	
				QC / QA Coordinator Approval	
Root Cause		FAULT CATEGORY			
Environment ☐ Design ☐ Doc/Data ☐ Equip/Tooling ☐ Handling/Pre ☐ Material ☐ Internal Transport ☐ Tribal Knowledge ☐ LOA ☐ Substation ☐ Past Expiry Date ☐ Misidentified ☐	No Re-verification ☐ Operator ☐ Offset/Setup ☐ Supplier ☐ Training ☐ Use for Testing ☐ Poor Information ☐ Rushing ☐ Product Improvement ☐ Process Improvement ☐ Manufacturing Process ☐ Past Due ☐	Pressure/Forced ☐ Bending ☐ Centre Not Concentric ☐ Cracks ☐ Crimp/Kink/Ripple/Wave ☐ Cuffs ☐ Crushing ☐ Heat Treat ☐ Wave/Twist in Tube ☐ Marks/Chatter ☐	Temperature/Cure ☐ Set-up ☐ BOM/Route ☐ Broken/Damage/Defect ☐ Inspection Incomplete/Unqualified ☐ Contamination ☐ Countersink ☐ Cut Too Short ☐ Instructions Incomplete/Unclear ☐ Drill Holes ☐	Power Loss/Surge ☐ Folio/Program ☐ Grain ☐ Weld ☐ Wrong Stock Pulled ☐ Out of Sequence ☐ Off-set ☐ Misabeled ☐ Fit/Function ☐ Misaligned/off center ☐	Positioned Wrong ☐ Outside Dimensions ☐ Over/Under tolerance ☐ Part Incorrect ☐ Part Lost/Missing ☐ Part Moved ☐ Drawing ☐ Finish ☐ Misread ☐ Turning Sequence ☐
OTHER : _____					



Dart Aerospace Ltd.
1270 Aberdeen Street
Hawkesbury, ON K6A 1K7
Tel: 613 632 9577
Fax: 613 632 1053

PURCHASE ORDER

Purchase Order ID **PO33400**

Purchase Order Date 8/24/2016

PO Print Date 8/29/2016

Page Number 1 of 2

Order From : VU-CRE001

CRESTWOOD TECHNOLOGY GROUP
1 ODELL PLAZA
SUITE 139

YONKERS, NY 10701
USA

Ship To : DART AEROSPACE LTD
1270 ABERDEEN
HAWKESBURY, ON K6A 1K7
CANADA

REMOVED

Contact Name
Vendor Phone 1-866-779-0807

Ship To Contact
Ship To Phone
Ship Via: FedEx Economy collect
Ship Acct:

Buyer Chantal Lavoie
Customer POID
Customer Tax # 10127-2607
Terms Net 30
Currency USD
FOB FCA - (Free Carrier)

Line Nbr	Reference Vendor Part Number	Description/ Mfg ID	Req Date/ Taxable	CD	Req Qty/ Unit of Measure	PO Unit Price	Extended Price
	Line Comments		Promise Date				
	Delivery Comments						
1	MS17984-C413p	Quick Release Pin	8/30/2016 Yes 8/30/2016	FN	5.00 Each	\$12.18	\$60.90
	B150085						
					<i>5/16-8-31</i>	Line Total:	\$60.90
3	2351-20-012-C3Y	STUD	8/30/2016 Yes 8/30/2016		30.00 Each	\$8.50	\$255.00
						Line Total:	\$255.00

PO Instructions: Fedex Acc# 151793240

Note:

8/29/2016



Crestwood Technology Group
1 Odell Plaza
Yonkers, NY 10701
Phone - 914-779-3500
Fax - 914-375-4508



PACKING LIST

Shipment #	4044083
Purchase Order #	PO33400
Sales Order #	1042130
Ship Date	08-29-16
Page #	1 of 1

Ship Via	Terms	Buyer	Account #	Salespeople	Entered By	Warehouse
FDX INT ECONOMY	NET 30	Chantal LaVoie	002786	001	SHEALA	01

Sold To:

DART AEROSPACE LTD
1270 ABERDEEN STREET
HAWKERSBUR, ON K6A 1K7
CANADA

Ship To:

DART AEROSPACE LTD
1270 ABERDEEN STREET
HAWKERSBUR, ON K6A 1K7
CANADA

Phone:

LINE	ITEM # / DESCRIPTION	CUSTOMER ITEM # MANUFACTURER	U/M	QTY ORD	SHIPPED	LOT # / DATE CODE
1	MS17984-C413 Quick Release Pin		EA	5		5 2094742
2	2351-20-012-C3Y		EA	30		30 2110824

SP/6-8-31

Use Freight Account : 151793240

Your purchase order is further governed by the policies, terms, and conditions as set forth in the "Terms and Conditions" section of our website www.ctg123.com/terms at the time of your purchase. If you cannot access this website, please call us at (914) 779-3500, ext.121 and a written copy will be provided to you. Your failure to review the Terms and Conditions does not waive any of the terms or conditions.

TERMS AND CONDITIONS OF SALE

Crestwood Technology Group (CTG) considers all sales to be non-cancelable, non-returnable, and non-refundable and cannot be rescheduled. The only exceptions may be if a customer reports to us in writing, within 7 calendar days of ship date, that the goods received do not conform to the manufacturer's stated form, fit or function (failure report required). For any RMA issues, please visit our website for details; www.ctg123.com/terms-of-sale. RMA's will not be accepted without a specific RMA number provided by CTG.



1 Odell Plaza
Suite 139
Yonkers, NY 10701-1402

(914) 274-6122 ph
(914) 470-4037 fax
moyna@ctgnow.com

Certificate of Compliance

Customer:	DART AEROSPACE LTD		Shipping Location:	HAWKERSBUR, ON CA	
Part #:	MS17984-C413	MFG:		Lot No:	
Qty:	5	Date Code:		Rev:	
Part #:	2351-20-012-C3Y	MFG:	DFCI SOLUTIONS	Lot No:	095798
Qty:	30	Date Code:		Rev:	

It is hereby certified that all materials used in the manufacture of parts in the quantity called for on the subject purchase order conform to the material and or manufacturing specifications indicated in drawings or specifications as called for on said purchase order, and conform to the requirements of JESD 31 and JESD 625.



Brendan Moyna
Director of QA

Quality Assurance Control Document

Customer Purchase Order #: PO33400

Ship Date: 08/29/16

The contents of this shipment are certified accurate in the count and product specifications by the following team members:

Inspected by: _____



Remarks:

We pride ourselves in our commitment to quality and 100% accuracy. In the event of a discrepancy please return a copy of this paper with a discrepancy report. All claims must be made in writing within 7 calendar days of receipt of product to be valid.

Terms and Conditions of Sale

Crestwood Technology Group (CTG) considers all sales to be non-cancelable, non-returnable, and non-refundable and parts cannot be rescheduled. The only exceptions may be if a customer reports to us in writing, within 7 calendar days of receiving product, that the goods received a) are not the parts they ordered on their purchase order, or b) do not conform to the manufacturers stated form, fit or function for the product. For returns that we authorize with a Return Merchandise Authorization (RMA) in writing, CTG either will issue an in-house credit for a future purchase, replace the parts, or refund our client for the cost of goods purchased reflected on our invoice, at our sole discretion. CTG may charge a 25% restocking fee for parts that we authorize for a return (RMA). Our liability, resulting from the purchase or sale of any product, will always be limited to the cost of the goods purchased which is reflected on our invoice to the client. Your purchase order is further governed by the policies, terms, and conditions as set forth in the "Terms and Conditions" section on our website at www.ctg123.com/terms-of-sale at the time of your purchase. If you cannot access the website, please call us at (914) 770-3500, ext. 121 and a written copy will be provided to you. Your failure to review the Terms and Conditions does not waive any of the terms or conditions.